

Implementation Plan

Land Use and Permitting Process Improvement in Miami-Dade County

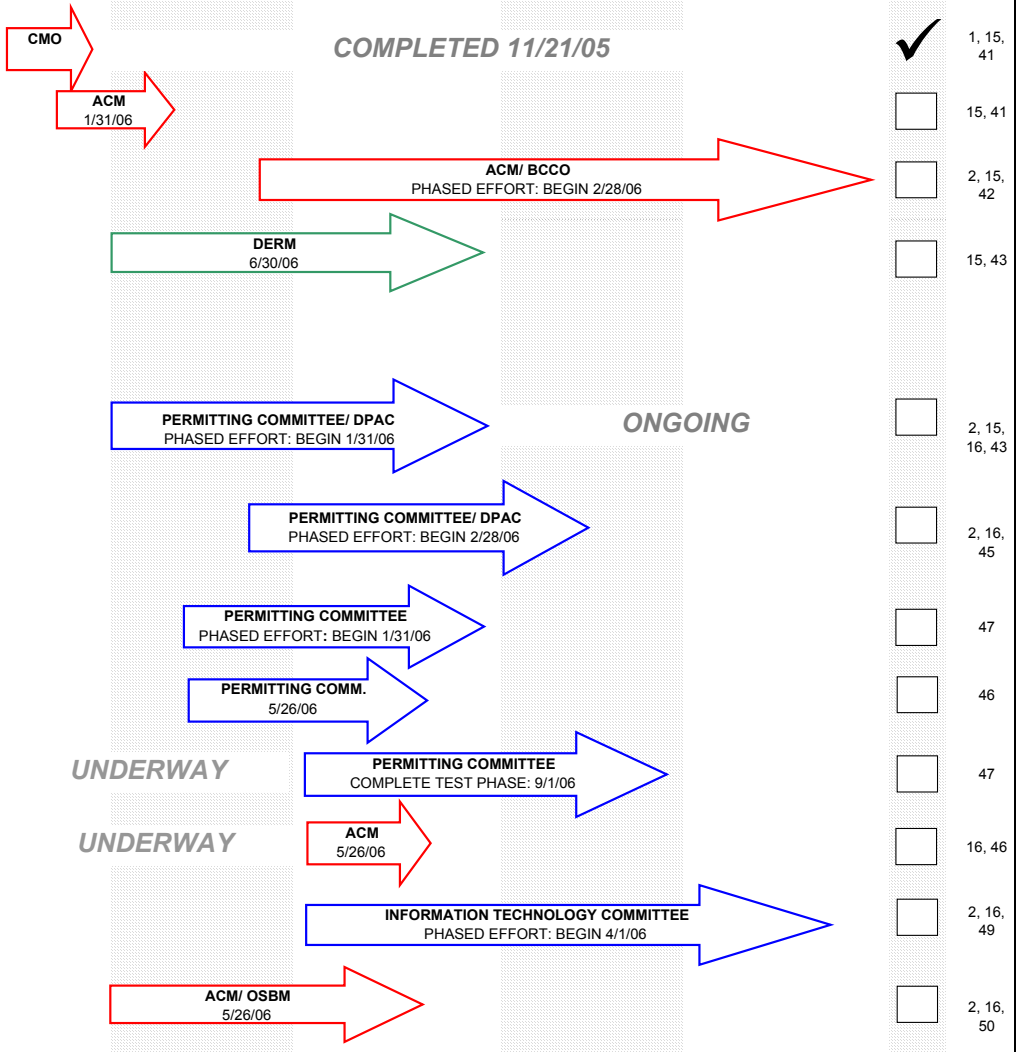
Organizational Change: Increase Accountability and Strengthen Coordination

RESTRUCTURE	1	*Designate one Assistant County Manager to be responsible for the land use and permitting process
	2	Establish Interdepartmental Committees for Platting, Permitting, and Information Technology to address overlapping problems
	3	Standardize and streamline municipal information and processes through the South Florida Building Officials Association, websites, and a comprehensive database
	4	Obtain Delegated Authority from State Agencies (DOH and DEP) to reduce review times and streamline approval processes

Process Streamlining: Reduce Review Times and Issue Permits Faster

SPEED	5	*Institute a Plans Advancement System (PAS) using 'approval as noted' to reward good quality plans and reduce unnecessary reworks. Establish a new timeframe goal for permit issuance
	6	*Establish a Graduated Penalty System to prevent poor quality plans from clogging the system through levying fines, reporting to professional societies, and notifying the property owner
	7	*Expand A-Team, the 24-hour plan review program for simpler plans, to include all departments through electronic review
	8	*Simplify checklists and migrate from voluntary to mandatory use to improve plan quality
QUALITY	9	Continue to promote Electronic Plans Submittal Program through increasing test groups and exploring wider-scale utilization
	10	Create an internal supervisory oversight program for plan reviews using quality assurance methodology
	11	Explore the use of Geographic Information System (GIS) as the centralized development database for the County and consider fee-based use for private industry
	12	Strengthen performance measurement reporting by including relevant criteria, all review departments, rework and municipal plan tracking, and using by Active Strategy Performance Measurement System

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Completed	OSBM/ PI Report	Reference
2005			2006														
4th Qtr.			1st Qtr.			2nd Qtr.			3rd Qtr.			4th Qtr.					



* Identified as consensus priority items by the County Manager's Office



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Land Use and Permitting Process

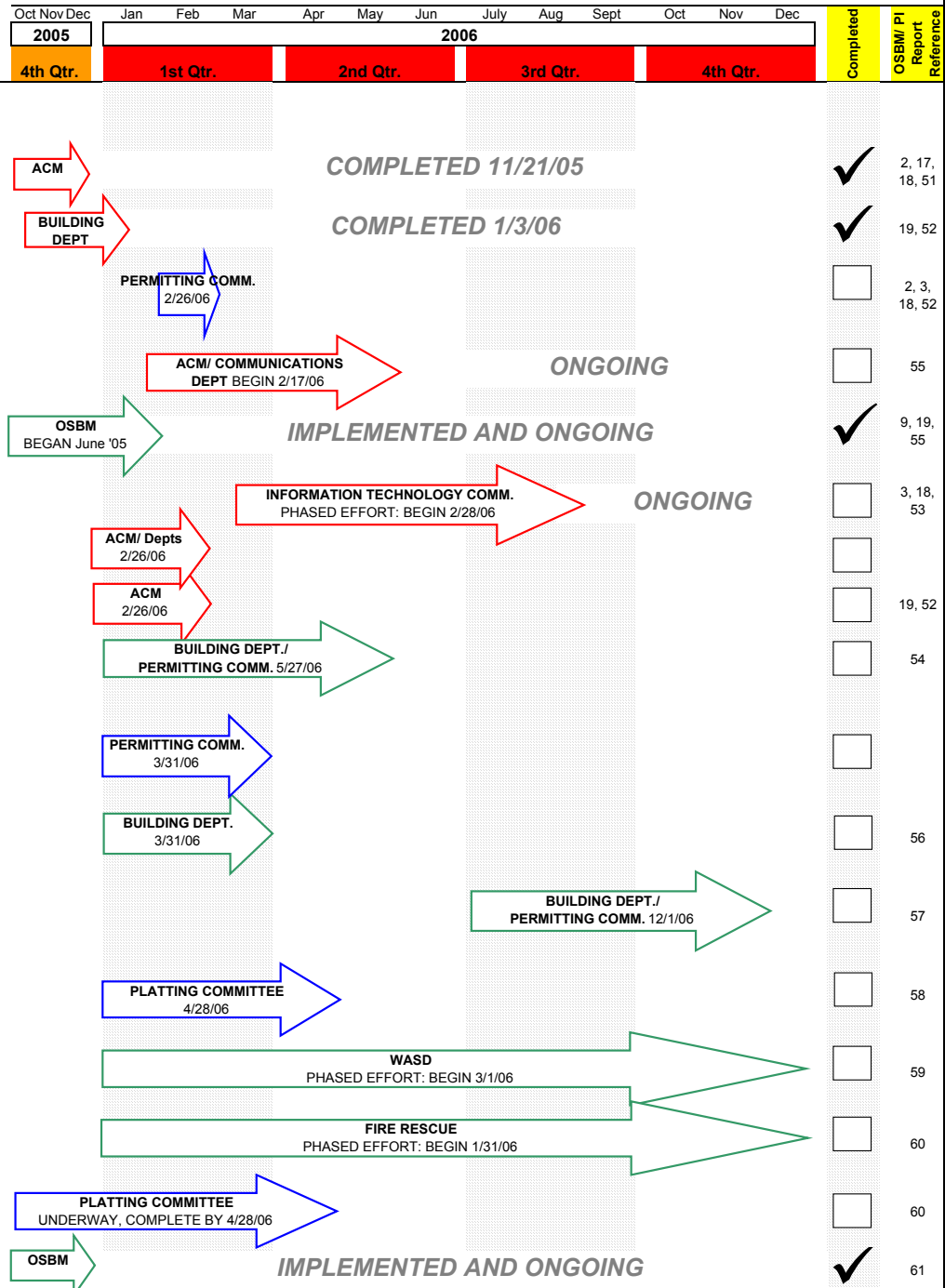
Improvement in Miami-Dade County

Customer Service Enhancements: Optimize Communication and Information Delivery

COMMUNICATION	13	*Appoint a Permitting Ambassador, as an industry advocate, to continually address system improvements
	14	*Institute a 'Wal-Mart' style greeter at the PIC to welcome, assist and direct customers
	15	*Allow easier access to Plan Reviewers through better departmental coordination and expanding workshops. Partner with BCCO to offer State education credits for workshops
	16	*Begin a Communications Plan to improve the transmittal of important information to customers
	17	*Continue the Customer Feedback Program to encourage customer and industry input and involvement. Hold quarterly meetings with the DPAC Subcommittee on Permitting Improvements
INFORMATION	18	Develop a 'One Stop Shop' Information Website to combine all Land Use and Permitting information and functions
	19	Assign a WASD New Business Supervisor and BCCO staff to the PIC to improve information delivery
	20	Standardize fee collection and payment locations
	21	Make plans available online for customers and discontinue microfilming

Areas for Further Study

STAFF	22	*Explore pilot programs for employee motivation to reward excellent customer service
	23	Explore methods to increase staff efficiency through consolidating Mechanical, Electrical, and Plumbing (MEP) reviews and addressing structural engineer shortages through alternative affidavit program
PROCESS	24	Optimize queuing potential and/or concurrent plans review by multiple trades and/or departments (compare submittal and review methods)
	25	Evaluate ways to improve the platting process, such as: requiring complete package submittal; assessing the impact of waivers; and reducing post-BCC plat recording timeframes
	26	Improve Water and Sewer Department new business and plan review processes and timeframes using external assistance
	27	Address customer dissatisfaction with the Fire Rescue Department through better tracking of timeframes and devising new inspection procedures
	28	Continue to streamline the coordination of Folio and Address creation to reduce the current timeframe
	29	Continue to monitor customer demand for expanded hours at the Permitting and Inspection Center



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